

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000644
Grade 23**

INVESTIGATOR II

DEFINITION OF CLASS:

This is full performance professional level work involving researching, analyzing, and conciliating a variety of consumer, landlord/tenant, or human relations complaints to assist/protect the public and ensure compliance with applicable laws, regulations and Executive Orders. Contacts include employees in other County departments, state and federal agencies; a range of persons in private businesses/not-for-profits; attorneys and officials in the civil justice system; consumers, civic groups, common ownership community boards; and others. The contacts are made to obtain case-specific or case law information; provide consumer education; make referrals; seek cooperation of complainants, respondents and witnesses; take or recommend action; mediate (formally or informally) in person and by telephone; testify in court; and in other ways process and resolve complaints and help solve related problems. Public service/assistance, which is provided on demand, is a primary reason for existence of the class. There is an ongoing duty to inform, educate and help (or sanction) property owners, consumers, merchants, civic groups and other parties. The duration of assistance may range from a brief, concise answer to a lengthy, involved process to determine the scope of the problem(s), identify pertinent issues, key parties and critical facts. Many times, investigations require specialized questioning and mature judgment to sort through information, obtain cooperation, avoid or minimize conflict or hostility, and to provide the appropriate governmental response.

An employee in this class is responsible for researching and conciliating complaints, which involve analysis of facts and applicability of laws, regulations and other requirements. The work is performed independently consistent with priorities, policies, procedures and standards. Unusual situations are referred to the supervisor for assistance. Work is reviewed for quality, quantity, timeliness, customer service, adherence to guidelines and other factors. Guidelines consist of Federal, State and local codes and regulations and agency policies and procedures that are not always completely applicable to the work. The employee uses judgment to select or modify appropriate guides in order to resolve complaints. The complexity of the work is characterized by the research and analysis necessary to collect and evaluate the facts of the case and to identify an appropriate course of action from many alternatives. The incumbent may use mature judgment in recommending settlements to resolve complaints. The work of this class is directly involved in and may affect the operation of programs of the agencies involved and provides a complaint/conflict resolution service to the public. The work is primarily sedentary in nature, performed in a typical office setting, and most often is subject to common everyday risks. However, an employee may make occasional visits to businesses or residences where he/she is exposed to abusive, aggressive or unpredictable behavior by complainants, respondents or others.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans and conducts fact finding studies; identifies issues involved, need for additional information, and effective methods for obtaining information; interviews complainant(s), respondent(s), witnesses

and experts; selects and analyzes respondent's business records to develop evidence; reviews and interprets legal documents such as contracts and leases; maintains records of the fact finding process and evidence gathered.

- Determines if a violation of a law, regulation or Executive Order has occurred; analyzes evidence and evaluates evidence; examines appropriate laws and regulations, court decisions, precedent cases for reference. May consult with attorneys and reference court decisions and precedent cases to establish inferential violation. Prepares cases for administrative enforcement, hearings and court.
- Provides technical and practical information in area(s) of assignment to the general public and participates in public education efforts by making presentations before civic groups, teaching courses, and preparing public information pamphlets; may represent the County in media interviews and may help maintain a website.
- Conducts informal and formal conferences between respondent and complainant and their representatives to obtain additional information; conducts negotiations between parties to achieve settlement prior to a formal cause/no cause determination; drafts responses to Motions to Strike Interrogatories, responses to Appeals, Pre-Determination Settlement Agreements, or Cease and Desist and Assurance of Discontinuance Agreements; secures signatures of all parties and monitors compliance; may work with County Attorney when case escalates to a level which requires County Attorney representation.
- Prepares cases for higher-level review and/or enforcement action, as appropriate. Prepares documentation of findings and conclusions. Prepares other documents as required.
- Reviews complaints for jurisdiction.
- Testifies in public hearings and court proceedings.
- Informs complainants, respondents and other parties of their legal rights and obligations, consistent with the programmatic area(s) of assignment and nature of the case.
- May review or at times help draft regulations, operating procedures, proposed legislation, and/or public information materials.
- Makes referrals to social service agencies, as appropriate, and may intervene according to guidelines to ensure assistance.
- May participate in interagency and intergovernmental task forces and groups.
- May provide instruction or assistance to lower level employees, volunteers or interns.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of and skill in applying methods and techniques of fact finding, interview techniques, analysis, and resolution of complex problems. This includes skill in reasoning and decision-making.
- Considerable knowledge of the structure, practices, procedures, and standards of businesses or of specific operating practices covered by the laws and regulations being enforced.
- Considerable knowledge of and skill in applying methods and techniques of fact finding.
- Knowledge of a technical specialty related to the field of assignment may be required.
- Good interpersonal skills to interact effectively with diverse contacts on significant matters.
- Skill in handling complex negotiations with tact, resourcefulness, integrity and good judgment.
- Skill in verbal communication to establish a fact-pattern, partly through communication with others, help mediate or negotiate settlements, and testify in hearings and court.
- Skill in written communication to review and prepare case documentation, settlement agreements, correspondence, information papers and other written materials.

- Skill in using modern office software suites and specialized databases to communicate, use data and perform other tasks.
- Skill in working independently, to include planning, organizing, and coordinating the work effort.
- Ability and willingness to attend meetings or perform work at locations outside the office, when necessary.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of professional experience in an investigatory capacity directly related to field of assignment.

Education: Graduation from an accredited college or university with a Bachelor's Degree.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months during which time performance will be carefully evaluated. Continuance in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review.

Class Established: July 1975

Revised: July 1983

March 1984

December 1985

March 1989

Classification Study: October 1994 (M)

August 1996

June 1997

Classification Study: February 2005 (M)

August 2013

September 2014